

# Forgot Username/Password Help on MyBlueKC.com

## DOWNLOAD THE APP

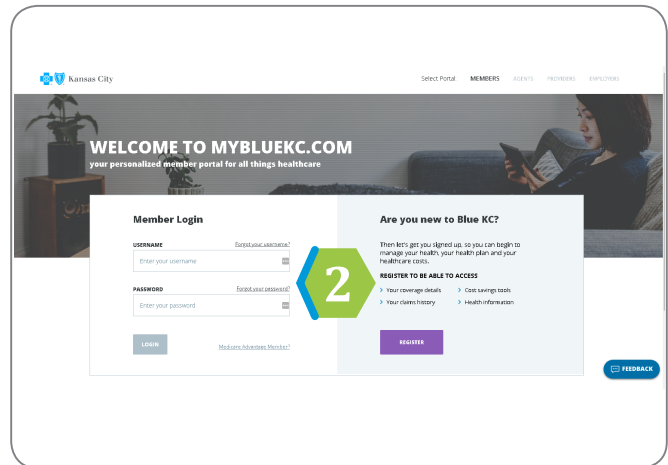
1. Go to the Apple App Store or Google Play Store.
2. Search for the **BLUE KC A HEALTHIER YOU** app by HealthMine Services, Inc.



## 1. VISIT MyBlueKC.com (Use Google Chrome)

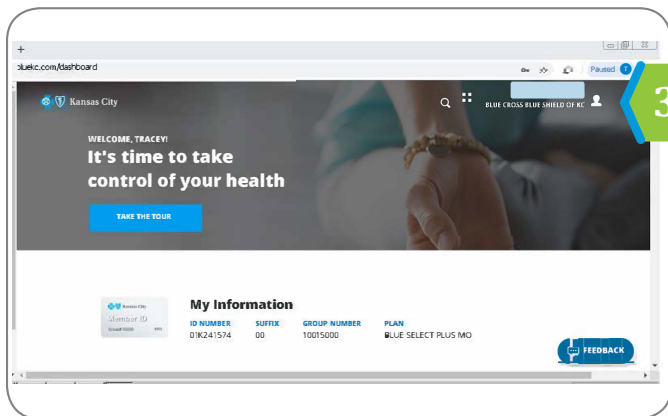
## 2. FORGOT USERNAME or RESET PASSWORD

- Click on **FORGOT USERNAME** or **FORGOT PASSWORD**
- Blue KC Member ID Card is required
- Enter required information and click Continue
- Username will be displayed
- Password will be sent to the selected email by clicking on Send My Link



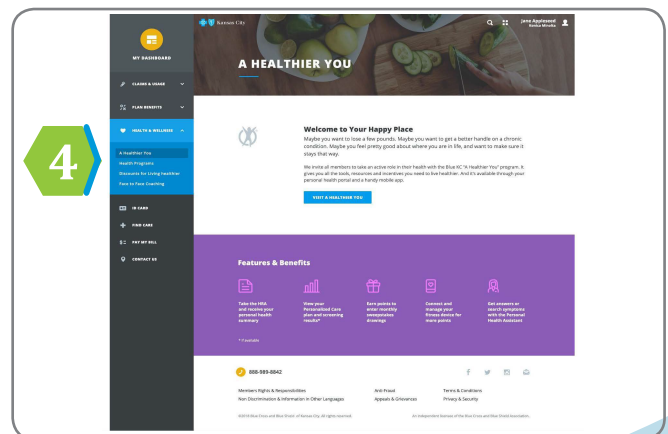
## 3. UPDATE YOUR EMAIL ADDRESS?

- Once logged in, click on the **PROFILE** icon in the upper right-hand corner
- Select Security
- Scroll down to Account Email and click Update



## 4. ACCESS AHY

- Once logged in to MyBlueKC.com, click on the A Healthier You on the left hand side of the page to access the A Healthier You portal.
- **First time users will be prompted to complete the A Healthier You registration questions upon initial access.**



**Having Trouble?** If you have questions contact Blue KC Customer Service Monday through Friday from 8:00 a.m. to 8:00 p.m.